GENESYS™

Frontline Advisor Administration User's Guide

Working with FA Metrics Thresholds

5/13/2025

Working with FA Metrics Thresholds

The **Thresholds** tab on the Genesys Frontline Advisor (FA) administration page enables you to define the critical and acceptable conditions for the metrics to which you have been granted role-based access.

Because an agent can belong to multiple agent groups, it is possible in Frontline Advisor to define a threshold in different ways, and according to different overrides, for groups of which the agent is a member. In this case, the threshold violation level can display differently, depending on the path you use to navigate to the agent in the FA dashboard. For example, the AHT metric may have a red alert when the agent is viewed as a member of the Sales group, but only yellow when the agent is viewed as a member of the Services group. Rules can also have different definitions for the same agent based on the path chosen through the hierarchy to reach that agent. Only rule violations for the selected path are shown.

<tabber>

About=

Thresholds tab with Team metrics displayed

The standard Frontline Advisor installation provides the monitoring hierarchy with default values for all agent and group thresholds; however, you should review and change the values to meet the goals of your enterprise. Thresholds are disabled by default until enabled by an override.

You must select a hierarchy node in the monitoring hierarchy navigator to display data in the **Thresholds** tab. The screenshot on the left shows an example of the **Thresholds** tab with the **Team** tab selected. Click the image to enlarge it.

Threshold Types

You can configure four types of thresholds. Depending on the metric, a value may be acceptable above or below a certain value. When thresholds are triggered, they highlight cells in Frontline Advisor or Agent Advisor. The four text boxes on the **Thresholds** tab are colored to provide a visual cue for the status.

Threshold ranges

The red text boxes are mandatory, while the yellow text box is optional (and may be replaced by a red text box). The text box colors change depending on the values you type. Enabled thresholds trigger a violation on the dashboard if a value is above or below defined values.

Red indicates a critical value range. Yellow indicates a warning value range. The following table describes how threshold alerts occur.

If value is …	Value 1 …	And …	Value 2 …	Result
greater than	the value in the 4th text box			then the value is critical high (red)
greater than	the value in the 3rd text box	and less than or equal to	the value in the 4th text box	then the value is warning high (yellow)
greater than or equal to	the value in the 2nd text box	and less than or equal to	the value in the 3rd text box	then the value is acceptable (no color is displayed)
greater than or equal to	the value in the 1st text box	and less than	the value in the 2nd text box	then the value is warning low (yellow)
Less than	the value in the 1st text box			then the value is critical low (red)

Example

For the purposes of these examples, the system setting for how often the metrics are calculated (that is, the performance calculation interval) is 10 minutes.

Example 1

For an average of three-minute calls, handling two or more calls but less than or equal to five calls is acceptable. Handling one call is yellow. Handling less than one call is red. Handling more than five calls but less than or equal to eight calls (that is, the calls are too short) is yellow. And handling more than eight calls (that is, short-calling) is red. The following screenshot shows how to configure this scenario on the **Thresholds** tab.

| NCH | 1 | 2 | 5 | 8 |

Example 1

Example 2
In this example, handling two or more calls but less than or equal to five calls is acceptable. Handling one call triggers a warning (yellow). Handling less than one call or more than five calls is a critical (red) violation.

| NCH | 1 | 2 | 5 | 5 |

Example 2

Example 3
In this example, handling one or more calls but less than or equal to five calls is acceptable. Handling more than five calls, but less than or equal to eight calls triggers a warning (yellow). Handling less than one call or more than eight calls is a critical (red) violation.

| NCH | 1 | 1 | 5 | 8 |

Example 3

|-| How To ...=

View Thresholds

Purpose

To view threshold values in a level of the monitoring hierarchy.

Procedure

1. Select the **Thresholds** tab.
   The thresholds are displayed based on the last selected level.

2. Select a level in the Monitoring Hierarchy navigator.
   The thresholds for the selected level are displayed in the pane on the right,
   subject to your access permissions. The name of the selected level displays
   in the title bar.

Disable/Override All Thresholds

Purpose

To disable or override all thresholds at the selected node at once (subject to
your access permissions).

Procedure

1. Select the **Thresholds** tab.

2. Select a level in the Monitoring Hierarchy navigator.
   The thresholds for the selected level are displayed in the pane on the right,
   subject to your access permissions.

3. Click the **Edit** button at the bottom of the pane.

4. Select the **Enable/Disable All** check box.

5. Click **Save** or **Cancel**.

Define a threshold

Purpose

To specify values for thresholds. Default values for thresholds are provided
on installation; however, you can override them at any level, subject to your
access permissions. To distinguish between the default values and
overridden values, overridden values display in boldface and are italicized.
Inherited values are in regular font. You can display the default value in a
tooltip by moving the mouse cursor over an edited value.

For a group or agent, the state of thresholds at new nodes is inherited from

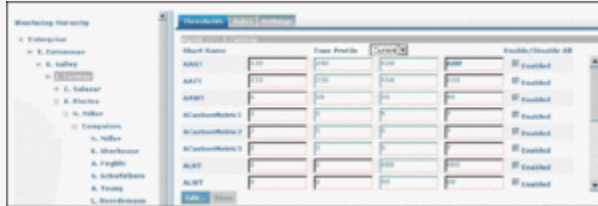the parent node. This includes whether the threshold is enabled or disabled.

Procedure

1. Select the **Thresholds** tab.
    The thresholds for the last selected level are displayed.

2. To define thresholds, select a level in the Monitoring Hierarchy navigator.
    The thresholds and the title bar for the selected level display.
    If you change any text field or check box and then select a new level, all changes for the previous level are discarded.

3. Click **Edit**.
    The fields and **Save** button enable. The **Edit** button changes to a **Cancel** button.

4. Type new values in one or more text boxes.
    The values must increment (or remain the same) from left to right. Non-negative integer numbers are allowed. No letters or blank spaces are allowed. If an invalid value is entered, an alert message box displays when the **Save** button is pressed.

5. To activate the threshold, check the **Enabled** checkbox.
    To deactivate the threshold, clear the **Enabled** checkbox.

6. (Optional) To reset the threshold attributes to the previously inherited values, click the **Reset** checkbox that displays next to the threshold row after you override one of the thresholds attributes.
    The **Reset** checkbox disappears after you click **Save**.
    The **Reset All** link performs the reset operation to all overridden thresholds.

7. Do one of the following to complete the configuration:

    1. To discard any changes made and revert the contents of the **Thresholds** tab to the last values saved to the database, click **Cancel**.

    2. To save all of the changes to the thresholds, click **Save**.
        A confirmation message displays. If any errors are detected through validation, an alert message displays.

Example: Defining Thresholds

You want to store an override value of 600 at the node that Conway monitors, that is, the Computers node. To enter an override value, click the **Edit** button to enter the edit mode. Type a value of 600 for Critical High AHT, and click the **Save** button. The override value of 600 now displays at the Conway (Computers) node in italic font, and a slightly larger font than

the other (inherited) values.

Configuring a threshold value

From now on, if nothing else changes, the Conway/Computers node and all nodes in that subtree (which do not have an override value) will inherit a value of 600 for critical high AHT.